



## **FREQUENTLY ASKED QUESTIONS ABOUT ONLINE BOOKINGS**

### **\*Is the availability honestly the true availability on screen?**

Yes, what you see is the same as the availability that the reservations consultant sees. It is “real time”, your online system is part of our reservations system – this is what makes it so powerful to you.

### **Is ATA's online system easy to use?**

We think so! If you have used it before you may notice small differences in its appearance. This has been created so that there's less refresh screens, to make the booking process simpler and faster for you. We also have a training website. Just enter, user name:agent and password:test to have a bit of a practice.

### **\*What if it says there is no availability?**

If it is a package then you will have to phone up as ATA could be able to use allocations from somewhere else. If it is a simple 3 day Uluru Safari, then there is no availability on the day you have asked for.

### **\*Can everything be booked online?**

No, but 95% can be. Some of the specials that we have on, might not always be able to be booked online. If you have a special request i.e. the customer wants to book the Cloud 9 package but break it up and spend longer in Alice Springs or Darwin, then only a reservations consultant can do this. Also if you have specific accommodation upgrades you will have to phone because ATA do not hold allocations. For example, Tasmania Twin/DbI or motel option.

### **\*I have 5 people wanting to travel but the computer says there are only 3 spots?**

In this situation you should phone up as more than likely ATA may be able to put another vehicle on.

\*What if the customer has specific dietary requirements, needs a sleeping bag or has special requirements?

There is a comment box on the booking sheet where you add all this kind of information.

### **\*What if I commit the booking and realise that some of the information is wrong?**

If you have committed the booking and the tour is within 30 days of the booking date then you will have to phone reservations for them to correct it. If the tour is outside 30 days then you can go back into the booking and correct the mistake yourself and print up a new voucher. We log the time that your booking is entered. If a mistake is made please call us immediately.

### **\*Can I leave it open dated?**

Yes you can! There is a button next door to the tour date on the booking sheet which you will need to tick to leave the booking open dated.

### **\*What if the customer only wants to leave a deposit?**

You must tell the customer that the deposit is non refundable and you must take enough deposit to cover both ATA (25% of fare 48hrs-30 days, 50% of fare 24hrs-48hrs and cancellation within 24hours 100% of fare) and your companies cancellation policy. Once you have made a booking online, it is confirmed.

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**\*Why should I use the internet when I can easily phone?**

It is an easy way to check real time availability and you can use it as a sales tool and create urgency for the passenger to book their tour then and there. By you checking the website you are always up to date with changes and new specials as these are always on the home page of the ATA website. It is quicker to use rather than being on hold on the telephone.

**\*If a customer only wants the seat held, can I do this online?**

No, you cannot because as mentioned before the booking is confirmed online and cancellation fees will apply if the customer does not go ahead with the booking. In this situation it is best to use the real time availability aspect of the online system and tell the customer how many seats are left and if there is only a small amounts of seats get them book or leave a deposit which is non refundable.

**\*Can you book accommodation on line?**

The only accommodation that can be booked on line is Central City Backpackers in Hobart; Haven Backpacker Resort in Alice Springs, the Cavenagh, Melaleuca on Mitchell and Youth Shack in Darwin; Cannon Street Backpackers and Adelaide Travellers Inn in Adelaide, the other hostels and hotels you will have to phone reservations.

**\*What the different between standard/gross and standard/bpack?**

Standard/gross is the price that you will find in the brochure. Standard/bpack applies to customer who have any sort of discount card such as VIP/YHA/Student/Nomads. The same information applies to the wording Twin request/gross or Twin request/bpack, this is the type of accommodation can be selected. The system will update the price automatically before you commit the booking.

**\*Do I have to still create a POS voucher and print it off?**

At completion of the booking, **ALWAYS** print off the online booking voucher and double check the information, especially the date of travel and tour you have booked them on. This also outlines the terms and conditions of travel which is also found on the back of our brochure. The only way it will be wrong is by human error. This voucher can be stapled to your agency voucher and then given to the customer as a record of what they have brought and if you want a copy can be printed for your records also.